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Chief Operating Officer | VP Operations | VP Strategy & Operations

Establishes the operational backbone that lets organizations execute on their ambitions: 128% year-over-year revenue growth, double-digit margin improvement, and client satisfaction sustained above 90%, delivered while scaling organizations and leading them through transformation. Steps into organizations when something isn't working but the cause isn't yet clear: decisions made team by team instead of through a shared framework, data that doesn't reach the people who need it, and growth that has outpaced the structure meant to support it. Creates the systems, structure, and discipline the organization needs to run well on its own. Diagnosis to done.

Designed pricing and margin models, delivery standards, go-to-market (GTM) operations, portfolio governance frameworks (including PMOs from the ground up), and people infrastructure across PE-backed companies, professional services firms, high-growth technology consultancies, and large global enterprises. Applies the same discipline across all of them: understand the business, figure out what actually matters, and move the organization forward.

Holds dual US/EU citizenship (Czech Republic) and is eligible to work across the European Union without visa sponsorship, a meaningful advantage for mandates with cross-border scope.

EXECUTIVE HIGHLIGHTS

- **Drove margin and revenue growth:** delivered 128% year-over-year increase in services revenue and a 22% margin lift at Wursta through redesigned pricing and disciplined deal economics, and a 12% average margin improvement at Curotec within 120 days.
- **Built enterprise capability from the ground up:** championed the largest system deployment in company history, rolling out Google Workspace to 28,000 employees on time and on budget, and drove approximately \$1M in cost savings through procurement standardization and license consolidation.
- **Led large-scale transformation programs in complex environments:** redesigned a 5,000-employee global operating model at DTCC, and devised the OCM strategy for a 3,500-staff national government initiative at Deloitte New Zealand, securing executive and governance board approval in both.
- **Deployed AI tools for impact:** reduced critical cycle times at Curotec across proposal and contract workflows, and improved enablement at Wursta by giving junior reps a structured way to learn from top-performing sales calls.
- **Partnered directly with CEOs on P&L accountability and strategic execution:** built the annual planning and quarterly goal-tracking discipline that drove organizational performance at both Wursta and Curotec.

CORE CAPABILITIES

P&L Management & Margin Discipline
Operating Model & Organizational Design
CEO Partnership & Board-Level Communication
Talent Development & Performance Management
AI-Driven Workflow & Enablement

Commercial Strategy & Revenue Operations
Organizational Transformation & Change Management
Global & Cross-Functional Team Leadership
Strategic Planning & OKR Setting
Business Intelligence & Executive Reporting

PROFESSIONAL EXPERIENCE

CUROTEC (2025 – 2026)

Vice President, Operations

IT Consulting & Staff Augmentation Firm | US, LATAM & South Asia

Recruited to bring operational structure and delivery rigor and to stand as operational counterpart to the CEO. Owned the full client lifecycle from pre-sales through delivery across global teams.

- Deployed AI-enabled tools (including Gemini, Gamma, and a custom GPT) for proposal development and contract analysis, reducing proposal turnaround by 3 days and contract review by 1 week.
- Designed and implemented the company's first pricing model, with margin guidelines, improving deal quality and increasing average deal margin by 12%.
- Implemented targeted interventions and performance management across 2 delivery teams operating at 57% utilization, increasing billable utilization to 64% (7-point gain).
- Implemented the company's first executive dashboards, giving leadership a single source of truth and real-time visibility into utilization, delivery health, and financial performance for the first time.
- Led organizational diagnostics across the business and established title ladders, role clarity, competency matrices and a structured performance management program.
- Built the company's first annual strategic planning process and quarterly goal-tracking cadence, establishing KPIs, and targets across the organization.

THE WURSTA CORPORATION (2021 – 2025)

Vice President, Global Business Operations & Client Engagement

Google Premier Partner & IT Consultancy | North America, LATAM, UKI

Joined to lead strategic initiatives, earning progressively broader operational authority and full P&L accountability as the company scaled from approximately 45 employees to 100+. Functioned as the CEO's operational counterpart across the business, with scope spanning delivery, commercial agreements, people operations and international expansion.

- Standardized pricing models across service lines, with documented margin guidelines, driving a 128% year-over-year increase in services revenue and lifting overall services margin by 22%.
- Implemented Salesforce CPQ and multiple sales catalogs, and built a defined sales-to-delivery handoff process, reducing administrative overhead and accelerating sales cycles by 15%; built Salesforce reports to give leadership insight into cycle times and sales performance for the first time.
- Increased utilization by 30% for the cloud services team, by upskilling existing engineers, hiring a new team leader, clarifying the services catalog, and building clear pricing.
- Operationalized two new regions (LATAM and UKI) from the ground up, including legal entity formation, banking, hiring, compliance, with LATAM becoming revenue-generating in year one at 8% of total company revenue.
- Increased client satisfaction to 90%+ across the largest and most complex engagements while the company more than doubled in size.
- Built a sales enablement program using NotebookLM to convert sales call transcripts into reference materials and a training presentation, giving new and existing reps a structured way to learn from what was working.
- Introduced and led Wursta's first structured annual planning process, establishing a cadence for setting, cascading, and tracking OKRs across a growing, multi-region organization.

THE DEPOSITORY TRUST & CLEARING CORP (2020 – 2021)

Director, Business Transformation Office

Financial Services & Fintech | Global

Recruited into a newly created, enterprise-level role during a period of significant organizational disruption to lead cross-business transformation as DTCC's inaugural Enterprise Portfolio leader. Led a team of 22 staff and 8 external consultants across six workstreams, partnering directly with the Management Committee on org-wide change.

- Secured unanimous Management Committee approval for operating model recommendations spanning six workstreams: culture, technology, flexible work, workplace design, return-to-office, and management practices.
- Designed and implemented a flexible work arrangements platform and executive dashboard, achieving 100% selection completion within six weeks.
- Launched 3 new programs that reduced meeting volume, upskilled people managers for distributed team leadership, and drove consistent achievement of quarterly performance targets across teams.
- Reduced technology sprawl by auditing 60+ applications, deploying 2 new tools to address functionality gaps, and retiring 1 end-of-life application as part of a 3-year strategic roadmap.

THE WURSTA CORPORATION (2019 – 2020)**Principal Consultant**

Specialized in the turnaround of high-risk, troubled initiatives for mid- to large-sized organizations, restoring delivery stability, governance, and client confidence under compressed timelines.

- Rescued a failing Google Workspace deployment for a global cybersecurity firm, ensuring zero data loss, uninterrupted service delivery, and complete remediation of 175+ applications.
- Stabilized project delivery and client confidence by bolstering governance, clarifying ownership, and refocusing teams on existing systems to address security vulnerabilities.

DELOITTE NEW ZEALAND (2018)**Senior Consultant, Human Capital Services | Client: New Zealand Department of Corrections**

Led the Organizational Change Management workstream for the Department of Corrections' largest transformation initiative, supporting rostering process redesign and technology implementation, impacting 3500+ frontline staff, in partnership with the National Office and three labor unions.

- Increased program engagement from 73% to 91% and lifted project understanding by 27% within six weeks by implementing a multi-channel communications program.
- Strengthened collaboration between 11 prison sites and the National Office through on-site visits, leadership sessions, and multi-channel communications, reflected in a 30% increase in information requests and improved feedback quality.
- Secured Governance Board approval for a 12-month change strategy and managed a \$500K budget covering staffing, travel, communications collateral, and training delivery.

KAPLAN INC (2010 – 2016)**Executive Director, Enterprise Portfolio & Platforms**

Global Education Services Company | 6 global divisions

Personally selected by Kaplan's newly hired CIO as operational partner, with direct visibility to the CEO, to bring consistency, transparency, and collaboration to six independently operated divisions. Progressed rapidly from Director to Executive Director based on expanding enterprise impact and was chosen for the CIO Council's Leadership Development program.

- Established the first enterprise-wide PMO, creating global portfolio visibility, a standardized intake and rationalization process, consistent execution discipline, and cross-divisional resource and knowledge sharing.
- Championed and delivered the largest system deployment in company history, authoring the business case, securing executive approval, and leading the Google Workspace rollout for 28,000 employees, completing on time and on budget.
- Generated approximately \$1M in cost savings through procurement standardization, hardware inventory controls, and redeployment protocols, cutting software license expenses by 28% and hardware acquisition costs by \$750K.

ADDITIONAL EXPERIENCE

Earlier career included technology consulting roles at **Ernst & Young** and **Deloitte & Touche**, and senior technology and operations roles at **Pfizer** and **LNR Partners** (PE-backed real estate financing and services), building a foundation in financial analysis, enterprise systems, and large-organization operations.

EDUCATION**Master of Business Administration (MBA), Information Systems & Management | Entrepreneurship & Innovation**

New York University – Leonard N. Stern School of Business, New York, NY

Bachelor of Arts (BA), Economics concentrated in Mathematics & Finance, Honors Program

University of Michigan – College of Literature, Science & the Arts, Ann Arbor, MI